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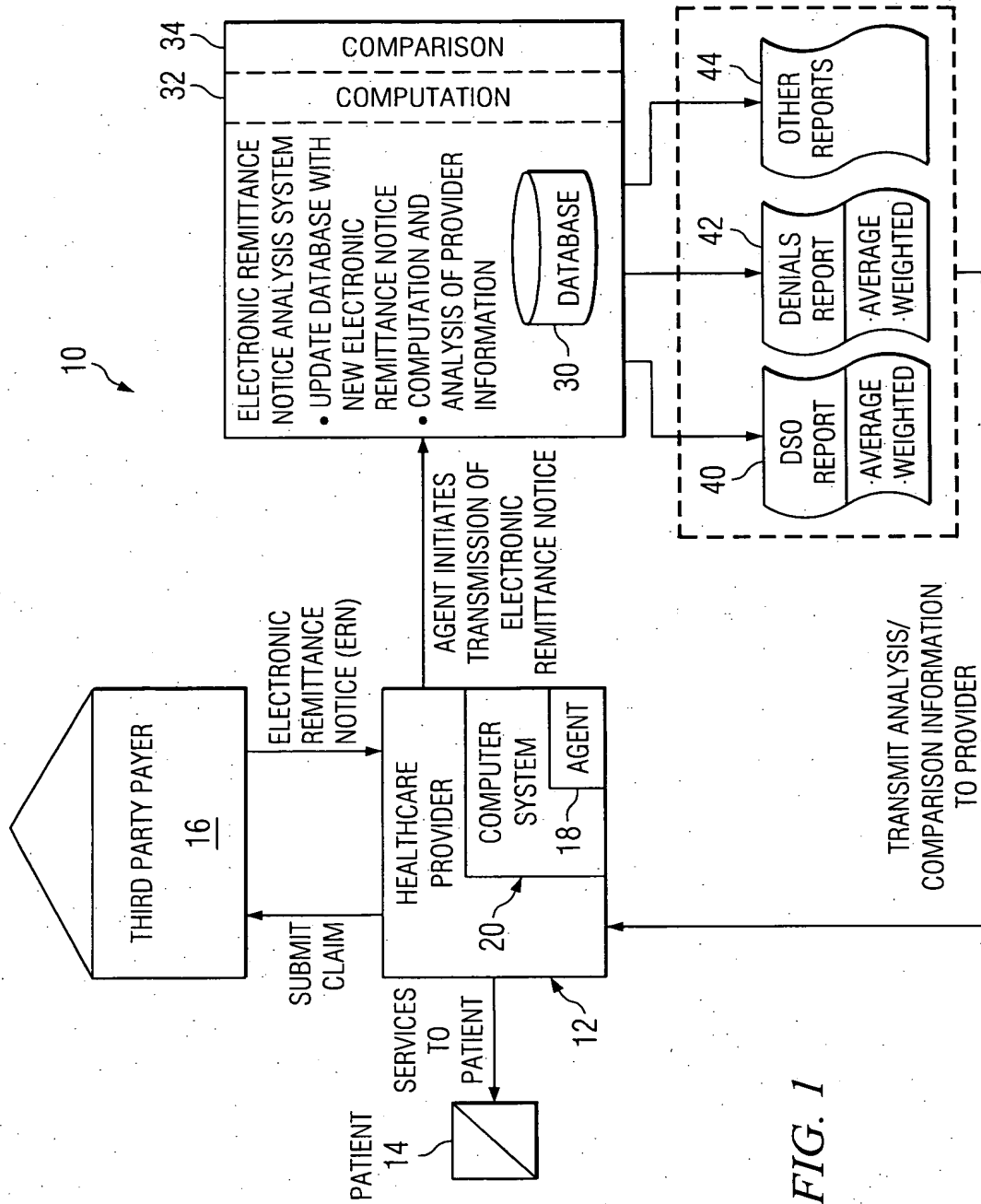


FIG. 1

50

52 ITEM	NATIONAL AVERAGE				
	56 DENIAL RATE	60 WA RATE	62 DSO	64 WA DSO	58 PERCENT OF BILLED
54 1231	20%	1.6%	50	4.0	8%
1232	21%	0.6%	51	1.5	3%
1233	12%	0.6%	39	2.0	5%
1234	13%	0.4%	40	1.2	3%
1235	40%	4.0%	83	8.3	10%
1236	28%	1.7%	60	3.6	6%
1237	23%	1.2%	55	2.8	5%
1238	10%	2.0%	36	7.2	20%
1239	15%	0.3%	43	0.9	2%
1240	11%	0.3%	37	1.1	3%
1241	9%	2.7%	32	9.6	30%
1242	65%	3.3%	100	5.0	5%
66 AVG	22%	18.6%	52	47.1	100%

FIG. 2

76	70 PROVIDER A					90 CUSTOM BENCHMARK		
	78	82	84	86	80	92	94	
	ITEM	DENIAL RATE	WA RATE	DSO	WA DSO	PERCENT OF BILLED	DENIAL RATE	DSO
	1231	23%	2.5%	53	5.8	11%	2.2%	5.5
	1232	19%	1.0%	49	2.5	5%	1.1%	2.6
	1233	14%	0.8%	42	2.5	6%	0.7%	2.3
	1234	13%	1.0%	40	3.2	8%	1.0%	3.2
	1235	37%	4.4%	81	9.7	12%	4.8%	10.0
	1236	35%	2.5%	70	4.9	7%	2.0%	4.2
	1237	0%	0.0%	0	-	0%	0.0%	0.0
	1238	8%	1.4%	34	6.1	18%	1.8%	6.5
	1239	18%	0.9%	45	2.3	5%	0.8%	2.2
	1240	12%	0.4%	38	1.1	3%	0.3%	1.1
	1241	8%	1.2%	31	4.7	15%	1.4%	4.8
	1242	63%	6.3%	98	9.8	10%	6.5%	10.0
			98		102		100	104
	AVG	21%	22.5%	48	52.6	100%	22.5%	52.3

96	74 PROVIDER B					CUSTOM BENCHMARK		
	DENIAL RATE	WA RATE	DSO	WA DSO	PERCENT OF BILLED	DENIAL RATE	DSO	
	ITEM	DENIAL RATE	WA RATE	DSO	WA DSO	PERCENT OF BILLED	DENIAL RATE	DSO
	1231	24%	0.5%	55	1.1	2%	0.4%	1.0
	1232	18%	0.4%	45	0.9	2%	0.4%	1.0
	1233	12%	0.2%	39	0.8	2%	0.2%	0.8
	1234	8%	0.4%	32	1.6	5%	0.7%	2.0
	1235	28%	0.8%	62	1.9	3%	1.2%	2.5
	1236	33%	2.6%	65	5.2	8%	2.2%	4.8
	1237	21%	0.6%	50	1.5	3%	0.7%	1.7
	1238	11%	2.2%	36	7.2	20%	2.0%	7.2
	1239	12%	1.2%	36	3.6	10%	1.5%	4.3
	1240	13%	1.3%	37	3.7	10%	1.1%	3.7
	1241	10%	1.0%	33	3.3	10%	0.9%	3.2
	1242	52%	13.0%	86	21.5	25%	16.3%	25.0
	AVG	20%	24.3%	48	52.2	100%	27.6%	57.1

FIG. 3

114	112	116	118	120	122	124	136	138
HCPCS	DESCRIPTION	BILLED	ALLOWED	144 PAID	CLAIMS	DENIALS	DENIAL RATES	
							CUSTOMER	NATIONAL
E1390	OXYGEN CONCENTRATOR ~142	\$391,230	\$153,125	\$119,828	1,143	474	41.5%	20.6%
E0260	HOSP BED SEMI-ELECTR W/ MATT	\$77,084	\$44,190	\$33,012	518	170	146 32.8%	150 24.2%
E0431	PORTABLE GASEOUS O2	\$77,488	\$23,423	\$16,864	1,153	496	43.0%	23.8%
B4150	ENTERAL FORMULAE CATEGORY I	\$52,992	\$18,171	\$14,285	96	23	24.0%	24.8%
B4035	ENTERAL FEED SUPP PUMP PER D	\$33,139	\$17,936	\$13,877	88	23	26.1%	25.5%
K0001	STANDARD WHEELCHAIR	\$40,022	\$13,238	\$9,566	722	380	52.6%	28.3%
E0163	COMMODE CHAIR STATIONRY FXD	\$18,172	\$12,099	\$9,404	156	45	28.8%	30.9%
E0135	WALKER FOLDING ADJUST/FIXED	\$18,254	\$11,094	\$8,575	210	64	30.5%	29.0%
A4253	BLOOD GLUCOSE/REAGENT STRIPS	\$40,057	\$11,312	\$8,006	276	95	34.4%	15.6%
B4199	PARENTERAL SOL > 100GM PROTE	\$13,106	\$7,936	\$6,349	5	0	0.0%	46.2%
L8030	BREAST PROSTHESIS SILICONE/E	\$7,026	\$6,306	\$5,045	24	0	0.0%	18.0%
J7644	IPRATROPIUM BROM INH SOL U D	\$17,345	\$5,949	\$4,759	37	8	21.6%	12.9%
B4154	ENTERAL FORMULAE CATEGORY IV	\$8,973	\$5,626	\$4,501	13	3	23.1%	33.7%
E0630	PATIENT LIFT HYDRAULIC	\$7,355	\$4,868	\$3,472	78	14	17.9%	17.0%
J7619	ALBUTEROL INH SOL U D	\$8,310	\$4,329	\$3,209	42	10	23.8%	12.7%
B4197	PARENTERAL SOL 74-100GM PRO	\$4,588	\$3,760	\$3,008	4	1	25.0%	42.0%
B9002	ENTERAL INFUSION PUMP W/ ALA	\$17,521	\$3,694	\$2,938	47	13	27.7%	44.8%
E0277	POWERED PRES-REDU AIR MATTRS	\$6,922	\$3,480	\$2,702	8	2	25.0%	60.4%
B4152	ENTERAL FORMULAE CATEGORY II	\$9,132	\$3,436	\$2,633	23	6	26.1%	23.5%
K0002	STND HEMI (LOW SEAT) WHLCHR	\$9,288	\$3,233	\$2,374	105	51	48.6%	22.9%

FIG. 4a

TO FIG. 4b

FROM FIG. 4a

L8000	MASTECTOMY BRA	\$4,334	\$2,848	\$2,223	82	7	8.5%	15.6%
E0155	WALKER WHEEL ATTACHMENT, PAIR	\$4,490	\$2,623	\$2,046	106	21	19.8%	25.7%
E0570	NEBULIZER WITH COMPRESSION	\$11,659	\$2,429	\$1,720	230	77	33.5%	17.8%
E0607	BLOOD GLUCOSE MONITOR HOME	\$7,817	\$1,951	\$1,532	64	35	54.7%	30.4%
E0192	PAD WHEELCHR LOW PRESS/POSIT	\$5,167	\$1,917	\$1,504	10	5	50.0%	46.7%
E0255	HOSPITAL BED VAR HT W/ MATTR	\$3,576	\$1,801	\$1,373	24	3	12.5%	15.2%
B4186	PARENTERAL SOL LIPIDS 20%	\$4,902	\$1,530	\$1,224	11	3	27.3%	42.6%
B4224	PARENTERAL ADMINISTRATION KI	\$2,836	\$1,487	\$1,189	12	2	16.7%	33.2%
A4259	LANCETS PER BOX	\$2,630	\$1,573	\$1,162	196	65	33.2%	16.0%
A4623	TRACHEOSTOMY INNER CANNULA	\$1,539	\$1,444	\$1,155	15	1	6.7%	40.3%
B9006	PARENTERAL INFUS PUMP STATIO	\$5,400	\$1,417	\$1,134	9	5	55.6%	55.6%
E0439	STATIONARY LIQUID 02	\$5,150	\$1,378	\$1,103	12	6	50.0%	24.5%
E0776	IV POLE	\$3,465	\$1,370	\$1,091	77	18	23.4%	35.4%
E0600	SUCTION PUMP PORTAB HOM MODL	\$2,505	\$1,380	\$1,079	54	17	31.5%	26.6%
OTHERS		\$169,519	\$16,066	\$12,016	1,363	855	62.7%	35.9%
CUSTOMER GRAND TOTAL:		\$1,092,994 126	\$398,417 128	\$305,955 130	7,013 132	2,998 134	33.1% 140	23.3% 148
NATIONAL GRAND TOTAL:		\$51,258,777 152	\$25,611,863	\$18,998,760	354,913	101,242		

FIG. 4b

114		112		116		AVERAGE DSO 120		122		156		158	
						BY HCPCS							
HCPCS	DESCRIPTION	BILLED	162 PAID	CLAIMS	AVERAGE DSO								
					CUSTOMER	NATIONAL							
E1390	OXYGEN CONCENTRATOR ~168	\$229,551	\$119,828	669	74	63							
E0260	HOSP BED SEMI-ELECTR W/ MATT	\$51,828	\$33,012	348	79	78							
E0431	PORTABLE GASEOUS O2	\$42,590	\$16,864	657	74	70							
B4150	ENTERAL FORMULAE CATEGORY I	\$40,962	\$14,285	73	62	116							
B4035	ENTERAL FEED SUPP PUMP PER D	\$25,841	\$13,877	65	75	117							
K0001	STANDARD WHEELCHAIR	\$19,025	\$9,566	342	101	85							
E0163	COMMODE CHAIR STATIONARY FXD	\$12,904	\$9,404	111	81	115							
E0135	WALKER FOLDING ADJUST/FIXED	\$12,706	\$8,575	146	82	92							
A4253	BLOOD GLUCOSE/REAGENT STRIPS	\$27,131	\$8,006	181	87	56							
B4199	PARENTERAL SOL > 100GM PROTE	\$13,106	\$6,349	5	148	135							
L8030	BREAST PROSTHESIS SILICONE/E	\$7,026	\$5,045	24	136	94							
J7644	IPRATROPIUM BROM INH SOL U D	\$13,069	\$4,759	29	25	47							
B4154	ENTERAL FORMULAE CATEGORY IV	\$8,051	\$4,501	10	60	126							
E0630	PATIENT LIFT HYDRAULIC	\$6,032	\$3,472	64	48	64							
J7619	ALBUTEROL INH SOL U D	\$4,605	\$3,209	32	25	46							
B4197	PARENTERAL SOL 74-100GM PRO	\$3,911	\$3,008	3	205	94							
B9002	ENTERAL INFUSION PUMP W/ ALA	\$12,840	\$2,938	34	82	137							
E0277	POWERED PRES-REDU AIR MATTRS	\$5,166	\$2,702	6	124	148							
B4152	ENTERAL FORMULAE CATEGORY II	\$8,328	\$2,633	17	44	113							
K0002	STND HEMI (LOW SEAT) WHLCHR	\$5,265	\$2,374	54	87	89							

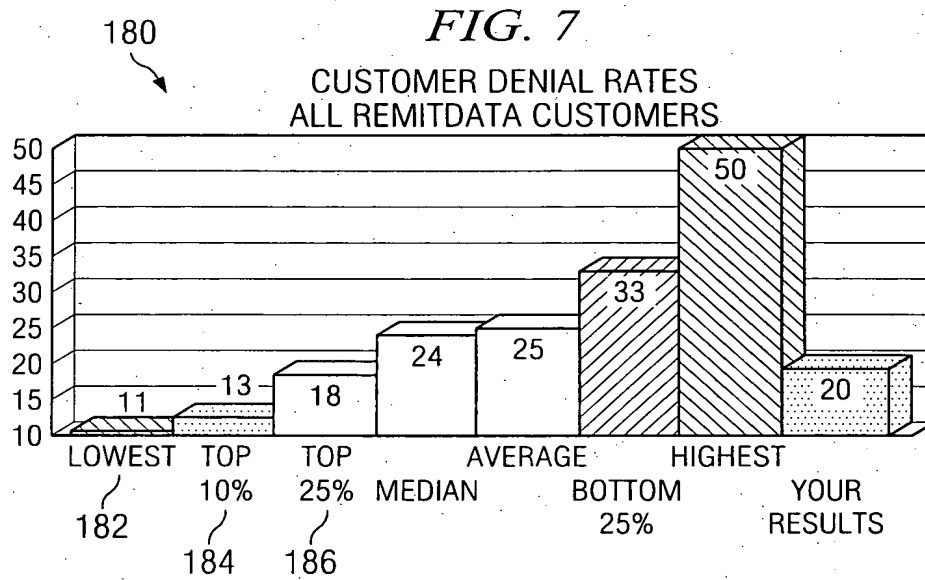
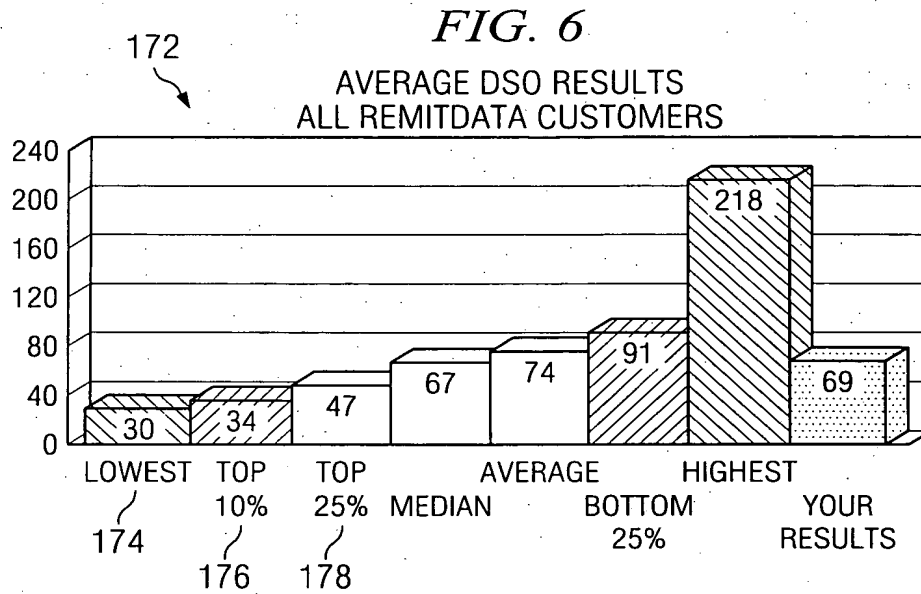
FIG. 5a

TO FIG. 5b

FROM FIG. 5a

L8000	MASTECTOMY BRA	\$3,920	\$2,223	75	119	81
E0155	WALKER WHEEL ATTACHMENT, PAIR	\$3,489	\$2,046	85	61	87
E0570	NEBULIZER WITH COMPRESSION	\$6,639	\$1,720	153	82	48
E0607	BLOOD GLUCOSE MONITOR HOME	\$3,575	\$1,532	29	100	121
E0192	PAD WHEELCHR LOW PRESS/POSIT	\$2,372	\$1,504	5	134	145
E0255	HOSPITAL BED VAR HT W/ MATTR	\$3,128	\$1,373	21	99	73
B4186	PARENTERAL SOL LIPIDS 20%	\$3,668	\$1,224	8	160	108
B4224	PARENTERAL ADMINISTRATION KI	\$2,836	\$1,189	10	176	83
A4259	LANCETS PER BOX	\$1,723	\$1,162	131	96	57
A4623	TRACHEOSTOMY INNER CANNULA	\$1,473	\$1,155	14	101	84
OTHERS		\$44,078	\$16,422	614	115	103
CUSTOMER GRAND TOTAL:		626,836	305,955	4,015	82	81
			164		160	166
NATIONAL GRAND TOTAL:		35,776,734	18,998,760	253,671		
		170 →				

FIG. 5b



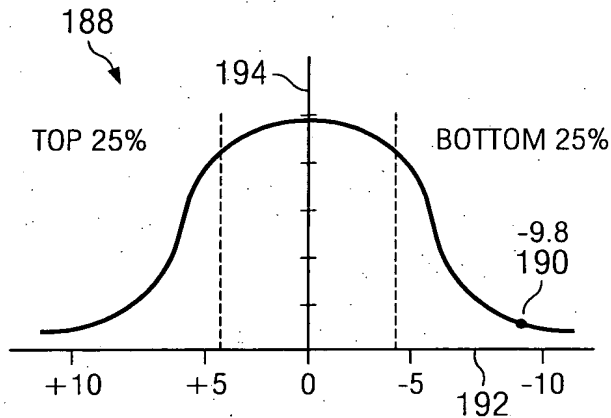


FIG. 8a

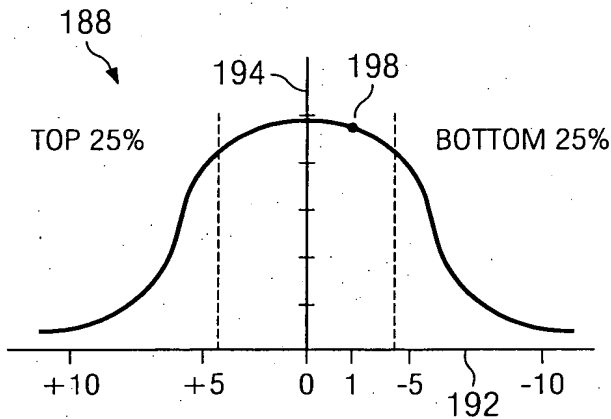


FIG. 8b

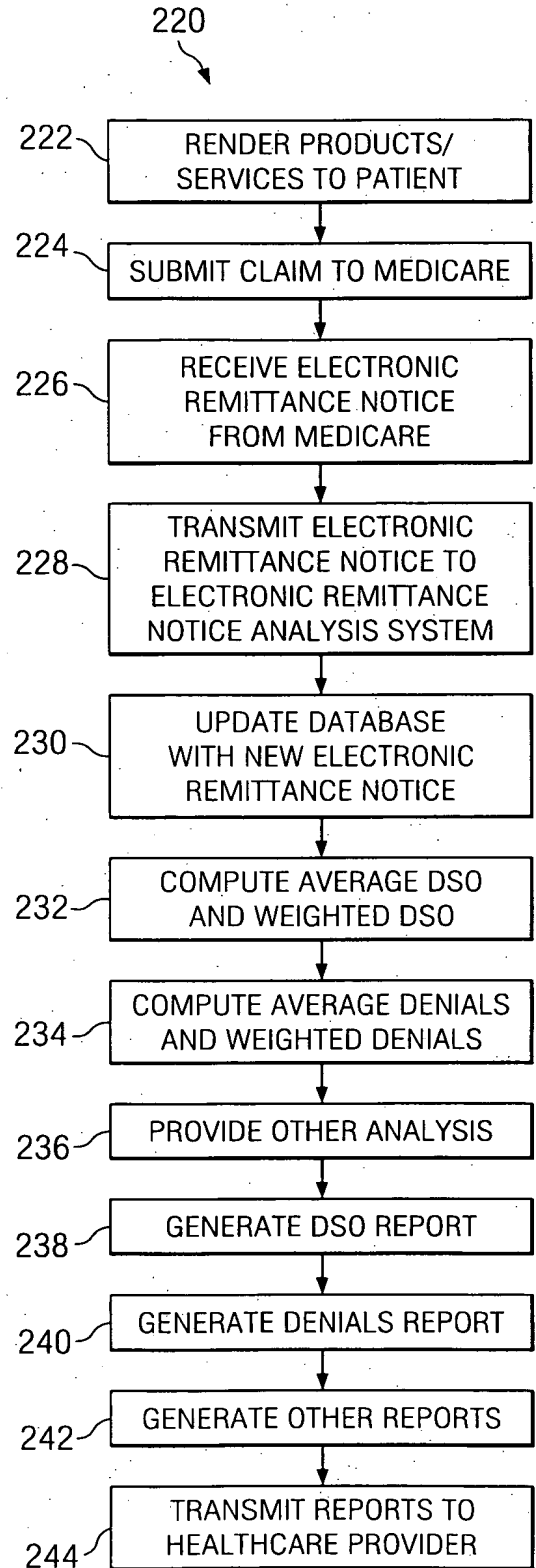


FIG. 9

DSO PERFORMANCE EQUALIZER

% VARIANCE FROM CUSTOM NATIONAL AVERAGE

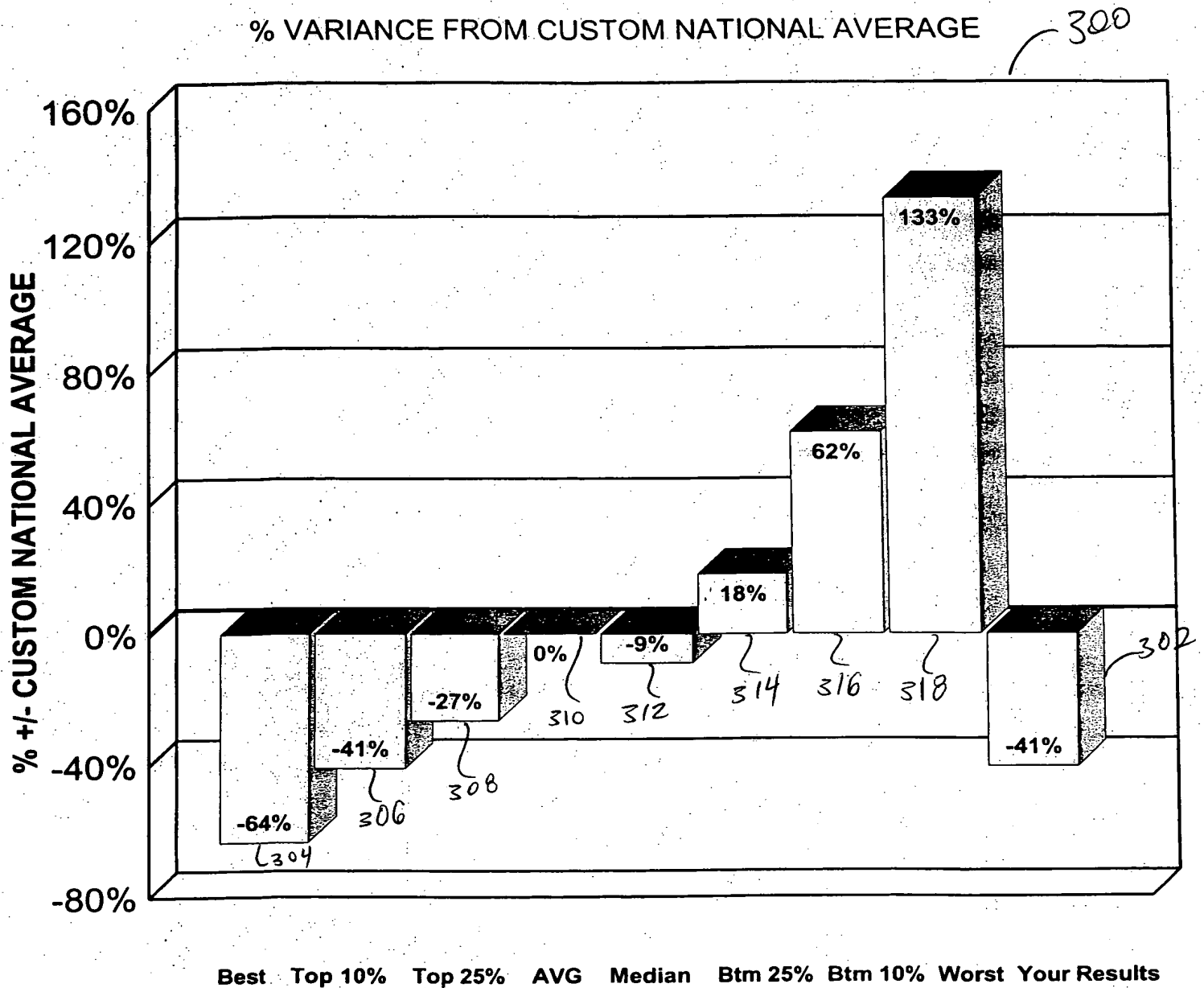


FIG 10a

DENIAL RATE PERFORMANCE EQUALIZER

% VARIANCE FROM CUSTOM NATIONAL AVERAGE

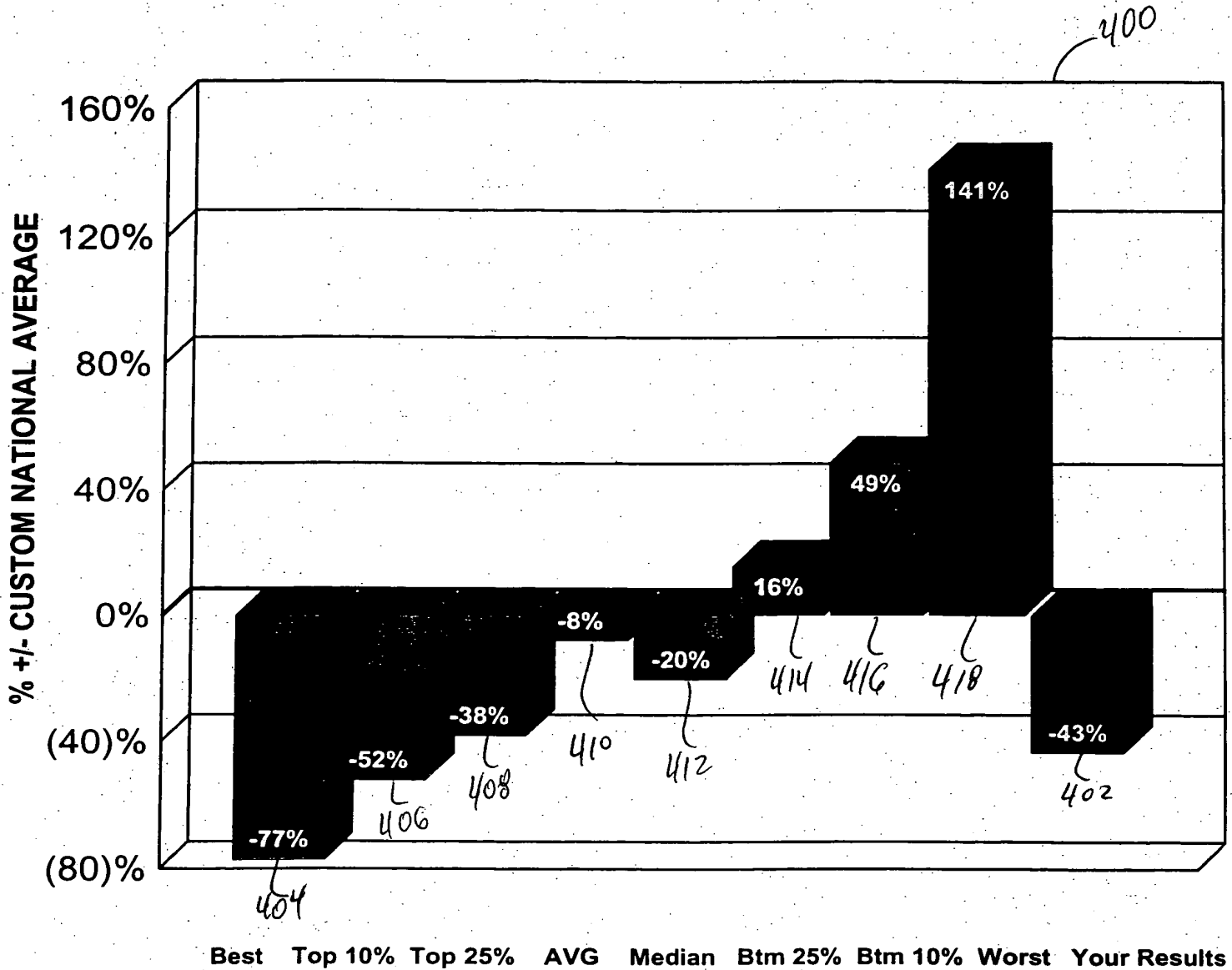


FIG 10b

COMPOSITE EQUALIZER

WEIGHTED 75% FOR DENIAL RATES AND 25% FOR DSO

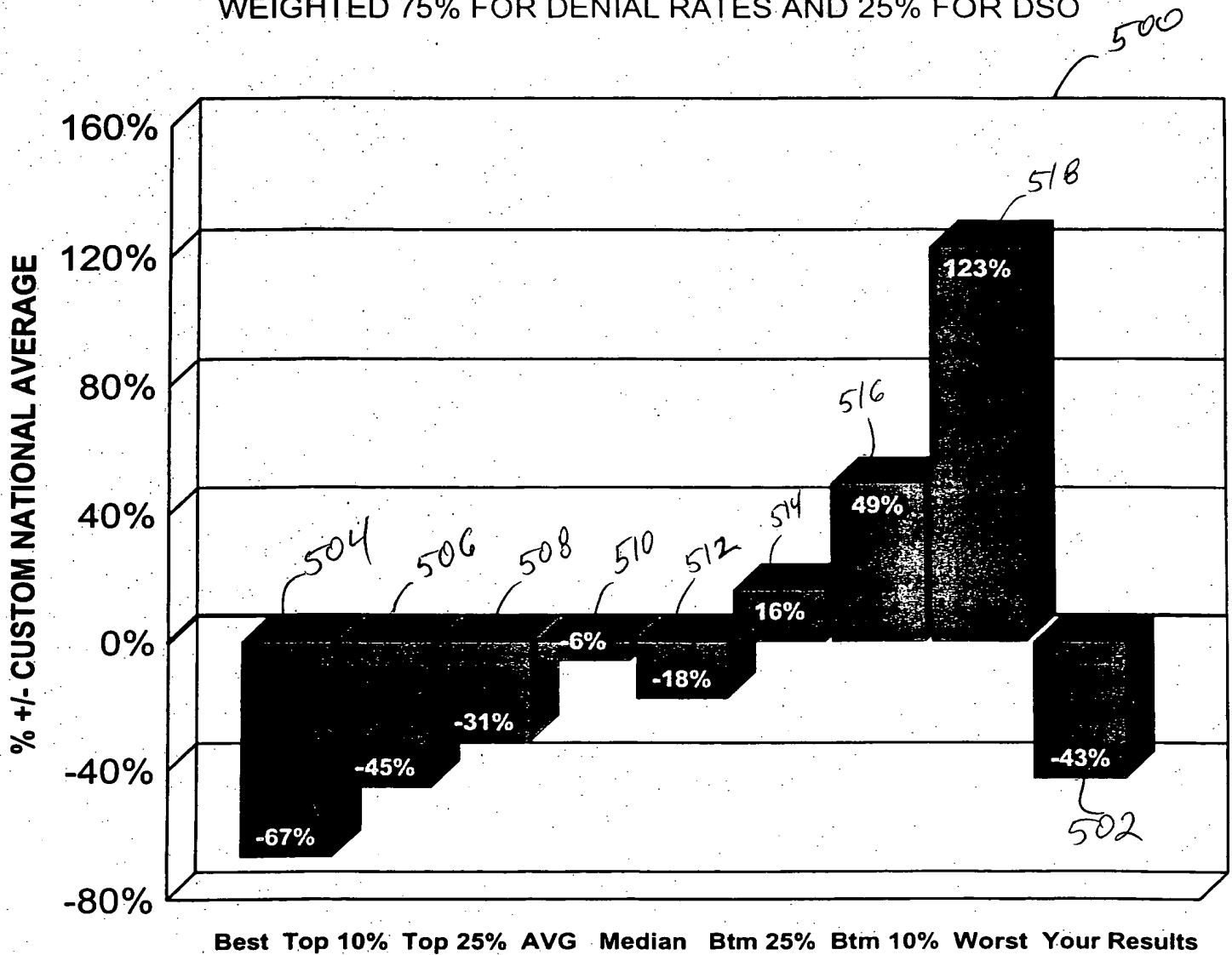


FIG 10c